



WINTER 2024 ISSUE

RIO RANCHO

Trash & Recycling Newsletter

The **City of Rio Rancho** and **WM of New Mexico** encourage you to utilize all the waste and recycling benefits afforded you as a resident of this community. This bi-annual newsletter is packed with service information and includes details about recycling, free monthly landfill use, green waste events, at-home pickup of household hazardous waste and hard-to-recycle items and how to set up a MyWM online account and more.

Oh behalf of the entire WM team serving Rio Rancho, thank you for allowing us the opportunity to keep the community safe, clean and green. We look forward to seeing you when we service your neighborhood!



Billy Benavidez
WM District Manager,
Rio Rancho

FREE MONTHLY DISPOSAL AT LANDFILL FOR RESIDENTS

Requirements to Qualify for Landfill Benefit

The free monthly landfill benefit is available to current WM residential customers residing in Rio Rancho. To utilize the benefit, BOTH of the following TWO documents are required at time of service for our team to verify proof-of-residency and WM customer confirmation.

1. Valid photo ID with address* (driver's license, etc.)
2. Current Rio Rancho WM bill dated within the last 90 days OR proof of payment for your current WM bill.

**Address on the WM bill must be located within the city limits of Rio Rancho. Both the address or name on the WM bill must match the photo ID. Paper or electronic WM bills accepted and receipts accepted for confirmation.*

Things to Know

- Unused monthly disposal **benefits** do NOT accrue.
- **Tires** are accepted with a maximum of four tires per load.
- Clean **dirt** will not count against your monthly free disposal limit.
- Cash or check **payments ONLY** (for portion of loads over 1,000 pounds).
- **Safety Reminder:** The landfill may close due to high winds or severe weather. If the weather is poor, please call ahead to (505) 433-6052.



RIO RANCHO LANDFILL

Northern Blvd. & 33rd St.
(505) 433-6052

HOURS

- Monday - Friday: 7 a.m. to 5 p.m.
- Saturday: 7:30 a.m. to noon
- CLOSED Sundays and some holidays

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RIO RANCHO

Customer Reminders



PAYING YOUR BILL

- Residential Service: \$57.03 per quarter + franchise fee + tax (This is for both trash and recycling services. Recycling is optional participation.)
- Extra Trash or Recycling Carts \$24.27/cart per quarter + franchise fee + tax

Ways to Pay

Have your WM Customer ID number ready, it can be found at the top of your WM bill.
EX: Customer ID - 00001-01234-56789

1. **MY WM APP:** Use this mobile app to pay your bill. Visit wm.com to login.
2. **ONLINE:** wm.com/myaccount
3. **PHONE:** (505) 892-1200
4. **IN PERSON:** 402 Industrial Park Loop NE
Mon.-Fri.: 8:30 a.m. and 4:30 p.m. (Closed 12:30 to 1:30 p.m.)
Credit Card or Check ONLY.

Delinquent Payments

Please remember to pay your bill in a timely fashion. If you reach 90 days past due, your service will be discontinued and your cart(s) will be removed until a satisfactory payment is made. There will be an additional \$50 fee for redelivery upon resuming service.

If you need help paying your bill, contact Storehouse West at (505) 892-2077 or email StoreHouseWestNM@gmail.com.

My WM Alerts

To access your WM service and accounting information and get timely automated notifications, set up an online profile. Choose how you prefer to be notified - by email or text message. Visit wm.com to login.



Service Alerts

When severe weather or other emergencies occur in your area, you can check for notices regarding WM service delays at wm.com/weather-alert/index.jsp.

Questions

Call (505) 892-1200

Information

Visit wm.com

WISE WASTE TIPS



Bag and Secure Trash

Help reduce litter from falling out when carts are serviced by bagging up trash and yard waste especially on windy days.



Know Your Collection Schedule

Leave your carts at the curb with the lids closed and ready for servicing by 7 a.m. on your collection day.



Place Carts Properly

Place your carts at the curb with wheels facing the curb. Do not leave any materials next to or outside your cart.

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Safe Disposal Tips

Hidden Household Hazards

Many everyday household items, such as batteries, disinfectants and cleaners, can cause a fire in your trash cart or in your neighborhood when they come in contact with other materials or get compacted inside a collection truck. To protect your family and community, keep hazardous items out of your cart. Use the **At Your Door Special Collection®** program to safely and conveniently dispose of this type of waste.

At Your Door Special Collection® of household hazardous waste is available at no cost to all Rio Rancho WM residential customers. It's a safe and simple way to dispose of household items that should never be put into WM carts. Simply contact WM to schedule your pick-up. Some of the items WM will collect at your doorstep are listed here. For a complete list and program details visit WMatYourDoor.com.



- Batteries of any kind
- Compressed gas cylinders
- Flammable/combustible liquids
- Garden and pool chemicals
- Disinfectants and chemicals
- Motor oil and oil rags
- Paint and paint-related products
- Vehicle fluids

In 2023, Rio Rancho residents disposed of 40 tons of household waste through the **At Your Door Special Collection®** program and 94% of these materials were recycled. The 1,205 households who participated in this program made a big difference for community safety and environmental health. When it's time to clean out your garage or empty your shed, be sure to schedule a pickup of your unwanted, potentially hazardous and hard-to-recycle items from your front door.

AT YOUR DOOR®

Schedule FREE Pick-up

Mon. – Fri: 6 a.m. – 6 p.m. MST

- WMatYourDoor.com
- (800) 449-7587



Keep Recyclables Loose

Never bag recyclables. Instead place materials directly into carts. Also keep plastic bags out of recycling.



Break Down Boxes

Break down and flatten cardboard boxes to help conserve space inside carts and ensure the lid can be fully closed.



Learn Recycling Rules

Only recycle clean cardboard, paper, metal cans and bottles and plastics shaped like bottles, jugs, jars and tubs.

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2025 WM Services

Rio Rancho

SERVICE SCHEDULE

- Trash is collected weekly.
- Recycling is collected every other week.
- To confirm your collection day/week, login to your My WM profile at wm.com or visit rrm.gov/243/Waste-Management-Services.
- Service Questions: (505) 892-1200

HOLIDAY WEEK REMINDER

The week prior to each holiday (i.e., blue squares) customers can confirm their holiday week schedule at wm.com. No login needed - open the **Schedule & ETA** link at the top and enter your home address to confirm.

If your service day falls on or after a holiday being observed by your local WM collection team, your service that week will be delayed by one day. Regular service resumes the following week.

WEATHER ALERTS

Check wm.com/us/en/mywm/notifications.

SERVICE GUIDELINES

- Place your WM recycling and trash carts at the curb by 6 a.m. -- wheels facing the curb.
- Place carts at least 3 feet from other objects such as cars, mailboxes, trees and other carts.
- Ensure all material fits inside your carts with the lids fully closed. Break down cardboard boxes.
- Do not leave any materials next to or on top of your cart. Excess materials will not be collected.

January 2025						
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March 2025						
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June 2025						
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September 2025						
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December 2025						
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28	29	30				

RECYCLE RIGHT

To learn more visit wm.com/RecycleRight



Metal Food & Beverage Cans



Plastic Bottles & Containers



Paper



Flattened Cardboard & Paperboard

RECYCLE RIGHT TIPS

- Do not bag your recyclables. Place materials loosely/directly into carts.
- Never put foods or liquids in recycling.
- Break down cardboard boxes to conserve space inside recycling carts and ensure the cart lid is firmly closed.
- Items not accepted in recycling include plastic bags or film, glass, foam cups/containers/packaging, yard waste, electronics, carpeting, clothing, furniture, tires or hazardous materials in recycling carts.

GREEN WASTE CLEANUP

Call (505) 892-1200 to schedule a pickup.

- April 7 - 11, 2025 (schedule by April 4)
- Nov. 10 - 14, 2025 (schedule by Nov. 7)

Total volume (per household / per pickup) is limited to an area measuring 4' x 8' and 4' tall (or about 20 bags). Tree limbs must not exceed 4' in length.

AT YOUR DOOR SPECIAL COLLECTION

To schedule pick-up of household hazardous waste or e-waste call (800) 449-7587 or visit wmatyourdoor.com.